What is claimed is:

1. A method for determining a destination for an incoming telephone call received in a telephony network having a service control point (SCP) to one of a plurality of workstations each having a telephone and a computer station with a video display unit (PC/VDU) proximate the telephone, the PC/VDUs each connected to the SCP via a wide area network (WAN), the method comprising steps of:

(a) implementing a personal router at each PC/VDU wherein individual users determine personal routing rules for the associated workstation;

(b) sending data pertaining to an incoming telephone call and a request for a destination from the SCP to individual ones of the plurality of workstations via the WAN;

(c) negotiating a final destination for the incoming telephone call among the individual ones of the plurality of personal routers; and

(d) sending a response to the SCP via the WAN, the response including a final destination for the telephone call determined as a result of the negotiation.

2. The method of claim 1 comprising a further step for sending the telephone call to the final destination by the SCP directing the network where to send the call as a result of the response in step (d).

3. The method of claim 1 wherein, in the plurality of workstations, groups of workstations are organized in call centers, each call center having a telephony switch to which individual telephones are connected with

PC/VDUs proximate the telephones, and wherein the PC/VDUs are interconnected via a local area network, a processor also connected on the local area network providing connection to the SCP via the WAN, and wherein, in step (b) data pertaining to a telephone call and a request for a

5 destination is sent to individual personal routers via the WAN and the LAN, and in step (c) negotiation is via the LAN and the WAN.

4. The method of claim 3 wherein personal routers are executed on a server connected to the LAN in a client-server relationship with the workstations.

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5. The method of claim 4 wherein the client-server router executes on the telephony switch.

6. The method of claim 4 wherein the client-server router executes on a
15 processor connected to the telephony switch by a CTI connection, and the processor is connected to the LAN.

7. A telephone call distribution system for determining destination for an incoming telephone call in a telephony network including a service control
20 point (SCP), comprising:

a plurality of workstations each comprising a telephone coupled to the telephony network and a proximate computer station having a video display unit (PC/VDU), the PC/VDO connected to the SCP via a wide area network (WAN); and

25 a personal router associated with each PC/VDU;

wherein the SCP broadcasts data pertaining to the incoming telephone call and a request for a destination to individual ones of the PC/VDUs via the WAN, and the personal routers negotiate a destination based on individual routing rules and the data pertaining to the call, and at

5 least one of the individual routers responds to the SCP with a destination for the call.

8. The system of claim 7 wherein the SCP directs the incoming telephone call to the destination returned by at least one of the personal routers.

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9. The system of claim 7 wherein, in the plurality of workstations, groups of workstations are organized in call centers, each call center having a telephony switch to which individual telephones are connected with the PC/VDUs proximate the telephones, and wherein the PC/VDUs are

15 interconnected via a local area network, a processor also connected on the local area network providing connection to the SCP via the WAN.

10. The system of claim 9 wherein personal routers are executed on a server connected to the LAN in a client-server relationship with the workstations.

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11. The system of claim 9 wherein the client-server router executes on the telephony switch.

12. The method of claim 9 wherein the client-server router executes on a

25 processor connected to the telephony switch by a CTI connection, and the processor is connected to the LAN.